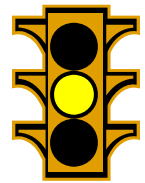




EMPLOYER CUSTOMER INQUIRY DASHBOARD #1

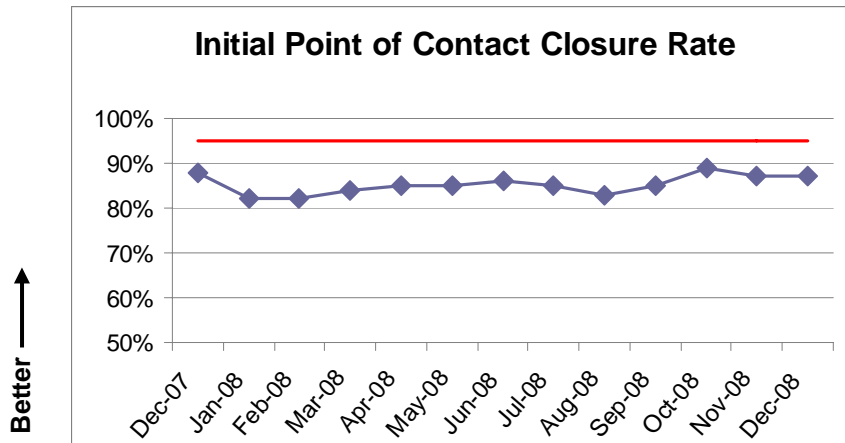


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

% of telephone calls closed at initial point of contact



Initial Contact Closure Rate

Target: 75 % pre 7/1/07; 95% 7/1/07 and later

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008-09	85%	83%	85%	89%	87%	87%						
2007-08	84%	86%	87%	88%	87%	88%	82%	82%	84%	85%	85%	86%
2006-07	81%	82%	83%	84%	83%	84%	81%	81%	81%	84%	82%	83%

INITIATIVES: Provide timely end-to-end responses to inquiries.

Initiatives	Milestones
1. Provide timely assistance to employers and reduce escalated calls to program areas for resolution.	<ul style="list-style-type: none"> By 11/30/08 increase internal ERCC escalation staff (completed). By 06/30/09 increase call closure rate to 90%.

COMMENTS:

– The color of this dashboard was changed from green to yellow last quarter due to the plateau in initial contact closure rate: although the call closure rate is now trending upward we will change to green when two consecutive quarters of upward trend have been achieved.

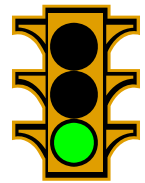
– We continue to monitor and review contact center practices and agent training to improve call closure service levels.

– The number of internal escalation staff has been increased to assist in call closure at the initial point of contact. If the agent is unable to answer the inquiry, the call is then transferred to an escalation agent within the ERCC to assist the employer and close the call.

– We anticipate the initial call closure rate to continue to trend upward with the increase to internal escalation staff and as newer agents gain knowledge and experience.



EMPLOYER CUSTOMER INQUIRY DASHBOARD #2

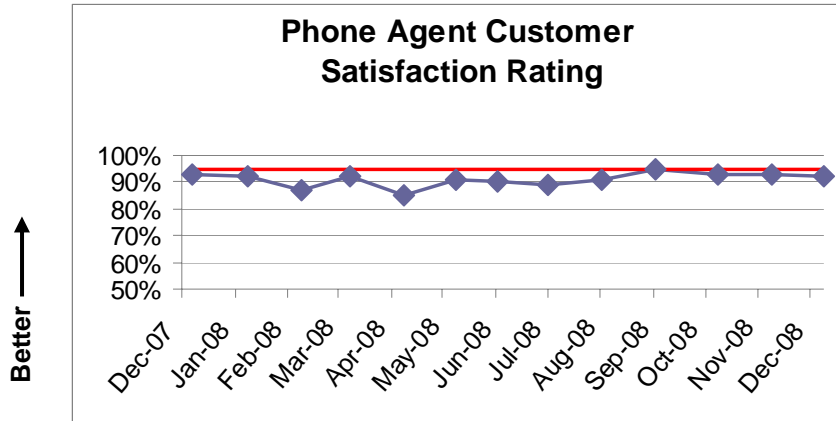


STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

MEASURE:

% respondents satisfied with phone agent service.



Phone Agent Customer Satisfaction Rating Target: 95 %

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008-09	89%	91%	95%	93%	93%	92%						
2007-08	N/A	N/A	91%	94%	94%	93%	92%	87%	92%	85%	91%	90%

INITIATIVES: Improve Customer Satisfaction

Initiatives	Milestones
1. Analyze survey data.	<ul style="list-style-type: none"> By 10/31/08 conduct and analyze the ERCC Customer Satisfaction Survey distributed at the Educational Forum (completed).

COMMENTS:

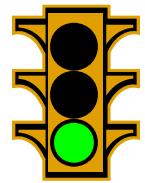
We will continue to offer the survey only to employers that have not called the ERCC within the last 6 months.

In addition we will continue to gather feedback by:

- Participating in the ERSD bi-annual Employer Survey.
- Conduct an annual ERCC Customer Satisfaction Survey during the Educational Forum for those employers who visit the ERCC booth.



EMPLOYER CUSTOMER INQUIRY DASHBOARD #3



STRATEGIC GOALS

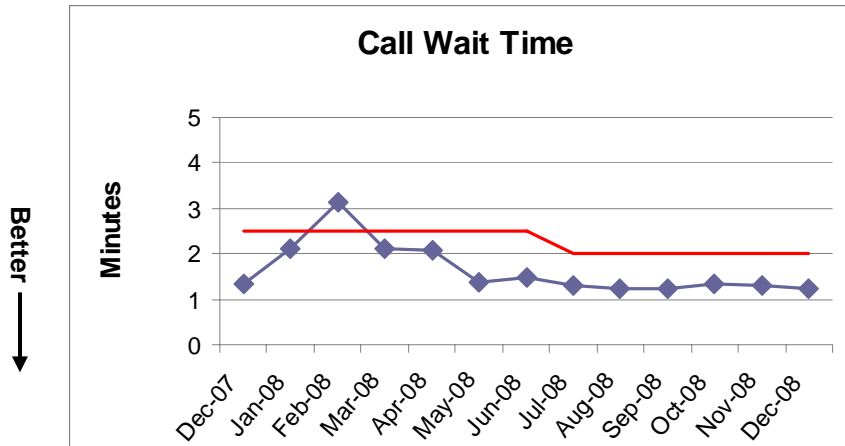
VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

The length of time the customer waits for an agent after leaving the IVR and entering the queue.

Average Wait Time

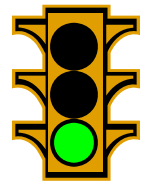
Target: Monthly Average of <2.5 minutes pre 7/1/08;
Monthly Average of <2.0 minutes 7/1/08 and later



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008-09	1:30	1:22	1:23	1:35	1:32	1:23						
2007-08	1:09	1:25	1:52	1:45	1:28	1:33	2:13	3:12	2:12	2:08	1:38	1:49
2006-07	1:15	1:26	1:34	1:36	1:43	1:23	1:08	1:13	1:15	1:07	1:26	1:1



EMPLOYER CUSTOMER INQUIRY DASHBOARD #4

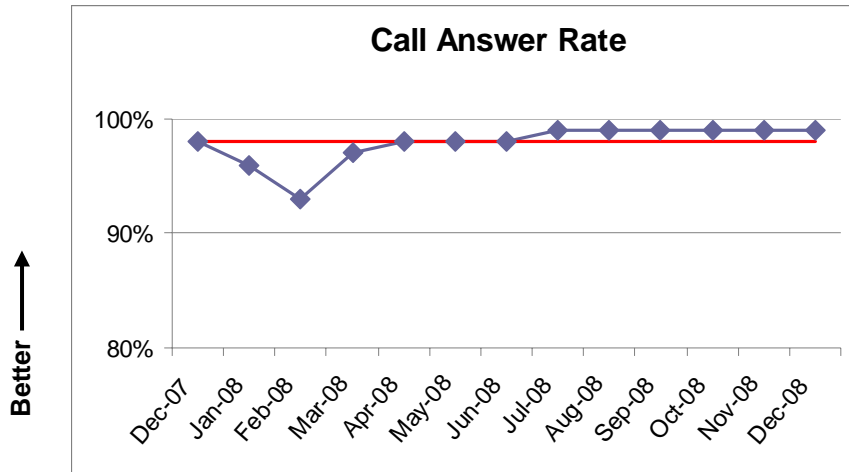


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

% of telephone calls offered that are answered.



Call Answer Rate

Target: Answer 98% of calls offered

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2008-09	99%	99%	99%	99%	99%	99%						
2007-08	99%	99%	98%	98%	99%	98%	96%	93%	97%	98%	98%	98%
2006-07	99%	99%	98%	99%	98%	99%	99%	100%	99%	99%	99%	99%